



Job Opportunity Bulletin

Staff Services Analyst

Tenure/Timebase:	Limited Term/Full Time (12 months)
Work Hours:	8:00 am – 5:00 pm
Office/Location:	California Commission on Teacher Credentialing Certification, Assignments & Waivers Division 1900 Capitol Avenue Sacramento, CA 95814-4213
Salary:	Range A \$2632 - \$3201/month Range B \$2850 - \$3465/month Range C \$3418 - \$4155/month
Final Filing Date:	August 2, 2006 or until filled
Contact:	Susan Browning (916) 327-5339

DUTIES:

Under the direction of the Staff Services Manager I in the Certification, Assignments, and Waivers Division, the Staff Services Analyst performs the following:

- Review, analyze and either grant or reject applications for public school credentials and permits; evaluate the most difficult applications.
- Respond to the most complex credential questions from county offices of education, public school districts, colleges and universities and the public, via telephone, email and written correspondence.
- Write coded correspondence and credential information alerts, prepare reports, maintain the interactive voice response system, develop production enhancements for the Credential Automation System Enterprise, prepare reference materials, and review unit procedures.
- Prepare and conduct workshops throughout California. The workshops include training new credential personnel at county offices, school districts and universities.
- Work in a call center environment on a rotational basis answering the most complex credential questions.

CONDITIONS OF EMPLOYMENT: Fingerprint Clearance is required.

DESIRABLE QUALIFICATIONS:

- Demonstrated ability to be punctual and have good attendance
- Excellent interpersonal, organizational, analytical, research, and communication skills (both oral and written)
- Ability to work independently and in a team environment
- Ability to research and analyze information and identify alternatives to achieve proper objectives
- Ability to work effectively within a broad range of assignments
- Ability to lift at least 35 pounds.

WHO MAY APPLY:

Individuals who possess the desirable qualifications listed above, and are currently at the above classification or who have list, transfer, or reinstatement eligibility to the Staff Services Analyst classification. The appointment is subject to the State Restriction of Appointment (SROA).

IMPORTANT NOTE:

Interested applicants must submit a State Application form, STD 678, to the above address, Attn.: Susan Browning. All applications must clearly indicate the basis of their eligibility (*i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility*) and include RPA No. 07-017. The applications will be screened and only the most qualified applicants will be invited for an interview.

<p><i>The California Commission on Teacher Credentialing is an Equal Opportunity Employer to all regardless of race, color, creed, national origin, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.</i></p>
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